

We need you.

Get involved today!

Solving problems, changing lives –
making society fairer



Volunteer Receptionist

Citizens Advice Crawley

Role Purpose

We are looking for volunteers to help provide our service in your local community.

Do you have spare time to offer your client service skills in your local Citizens Advice office to welcome our clients who contact our service for help and advice?

This role creates an excellent opportunity to progress further to become a volunteer adviser.

As a Volunteer Receptionist, the role involves:

- Welcoming Clients and other visitors
- Explaining advice process and offer information about our services
- Pointing out leaflets, self- help materials and navigate clients to our website pages
- Setting up new clients on our database and record client information, book client appointments
- Administrative tasks



in West Sussex
North South East

As a Volunteer Receptionist, you need to:

- Be friendly and approachable
- Be open-minded and non-judgemental
- Be confident to work independently
- Have good IT skills (Microsoft, database)
- Have some awareness of potential needs of vulnerable clients

Other Information

You will be based at Citizens Advice Crawley Reception area, supported by a Supervisor.

If you are working remotely during the training period, you will need your own IT equipment and access to Wi-Fi for digital training.

Travel expenses are paid.

We pride ourselves on having a diverse workforce and welcome applications from people with all range of abilities for the skills that they bring.

If you are interested, please email volunteer@westsussexcab.org.uk for more information about our roles and application process. Alternatively you can apply via our website: www.advicewestsussex.org.uk/volunteering